

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Unemployment Insurance Claims Specialist

Class Code: 12010

A. Purpose:

Adjudicates unemployment insurance benefits claims by conducting extensive investigations and reviews and resolves issues in initial intra-state monetary determinations to make non-monetary eligibility determinations to charge or relieve employers' unemployment insurance accounts and to approve or deny claimant benefits.

B. Distinguishing Feature:

Unemployment Insurance Claims Specialist make non-monetary eligibility determinations which require significant fact-finding and investigation and may review monetary determinations to identify and resolve accuracy issues relating to initial intra-state monetary determinations to resolve discrepancies and determine whether a claimant is eligible for benefits.

Unemployment Insurance Claims Examiners make routine monetary determinations and determinations to pay or deny individual weekly claims that are layoff situations.

Senior Unemployment Insurance Claims Examiners make both routine and complex monetary and non-monetary eligibility determinations requiring additional fact-finding and investigation.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Determines benefit claims eligibility to maintain program effectiveness and proper benefit dollar expenditures.
 - a. Examines contested or issue initial and continued claims by reviewing work separation information to determine if separation conditions qualify claimant for unemployment insurance benefits.
 - b. Determines claimants' availability for work and subsequent eligibility for benefits.
 - c. Interviews or corresponds with claimants and employers to obtain information regarding work separation, availability/eligibility, and job refusal issues.
2. Evaluates claims and makes decisions under provisions of unemployment insurance law to ensure proper distribution of unemployment insurance funds/entitlement.
 - a. Researches existing and additional facts to determine if a claimant should receive benefits and/or employers are liable for charges to their unemployment insurance accounts.
 - b. Investigates employer protests on benefit claims by contacting employers and claimants and making determinations consistent with unemployment insurance policies.
 - c. Approves or rescinds charges to employers' accounts based on information gathered from contacts with employers and claimants.
 - d. Writes accurate and thoroughly verified reports based on fact-finding to provide necessary documentation in cases of contested determinations.
3. Interviews, evaluates, and notifies employers and claimants to substantiate disqualification's or employer charges and ensure accuracy of determination of benefits.
4. Audits monetary and non-monetary claims at random to ensure proper procedures were followed in making determinations and proper benefit amounts were paid.

- a. Checks against computer printout, the master file, and benefit charge file to determine accuracy.
- b. Determines whether payment should have been paid or not.

5. Performs other work as assigned.

D. Reporting Relationships:

Typically reports to a Labor Program Administrator. Does not supervise, but does review the work of claims examiners and field staff, and may serve as lead worker over Unemployment Insurance Claims Examiners and Senior Unemployment Insurance Claims Examiners.

E. Challenges and Problems:

Challenged to obtain information and make proper determinations of employer charge-ability and claimant eligibility, to maintain effectiveness of the program and prevent a negative financial impact on benefit dollars expended. Also challenged to review work by examiners and field staff to ensure that proper determinations are made with accompanying documentation.

Typical problems involve disputes concerning separation, availability/eligibility, and claimants refusing job referrals or job offers.

F. Decision-making Authority:

Decisions include prioritizing own work and determining work separation questions, client availability and eligibility, and termination of benefits based on job refusals or failure to follow up on referrals.

Decisions referred are determinations that require legal opinions, and unusual or complex situations. The supervisor does not monitor determinations on a daily basis, but reviews periodic reports and makes recommendations on practices inconsistent with departmental standards or policies.

G. Contact with Others:

Daily contact with claimants, One Stop Career Center offices, federal agencies, examiners, and field staff to obtain or convey benefit claims information. Weekly contact with employers and training facilities regarding checks, allowances, delays, and charges and to gather information to determine eligibility or charge-ability.

H. Working Conditions:

Typical office environment.

I. Knowledge, Skills and Abilities:

Knowledge of:

- state and federal unemployment insurance laws;
- division policies, rules and regulations, and their proper application to determinations;
- investigation and legal procedures and practices related to unemployment insurance benefits;
- basic accounting and business principles and practices.

Ability to:

- write clear, concise determinations based on appropriate laws;
- deal tactfully with others;
- evaluate information from claimants and employers;
- communicate information clearly and concisely;
- understand prior significant or precedent setting decisions and apply their rationale to new factual situations.